SELF-SERVICE USER GUIDE for STUDENTS

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Welcome to Self-Service! Self-Service is web-based tool that will allow you to register for classes, view your grades and financial statement, and much more. Not all features of Self-Service are currently available. Additional modules will become available.

SECTION 1. CREATING A SELF-SERVICE PASSWORD

Before accessing Self-Service, you will need to create a Self-Service password. Enter the following URL in the address bar of any web-browser: RESET.MARTINCC.EDU. You will see the Martin Community College Password Portal homepage.
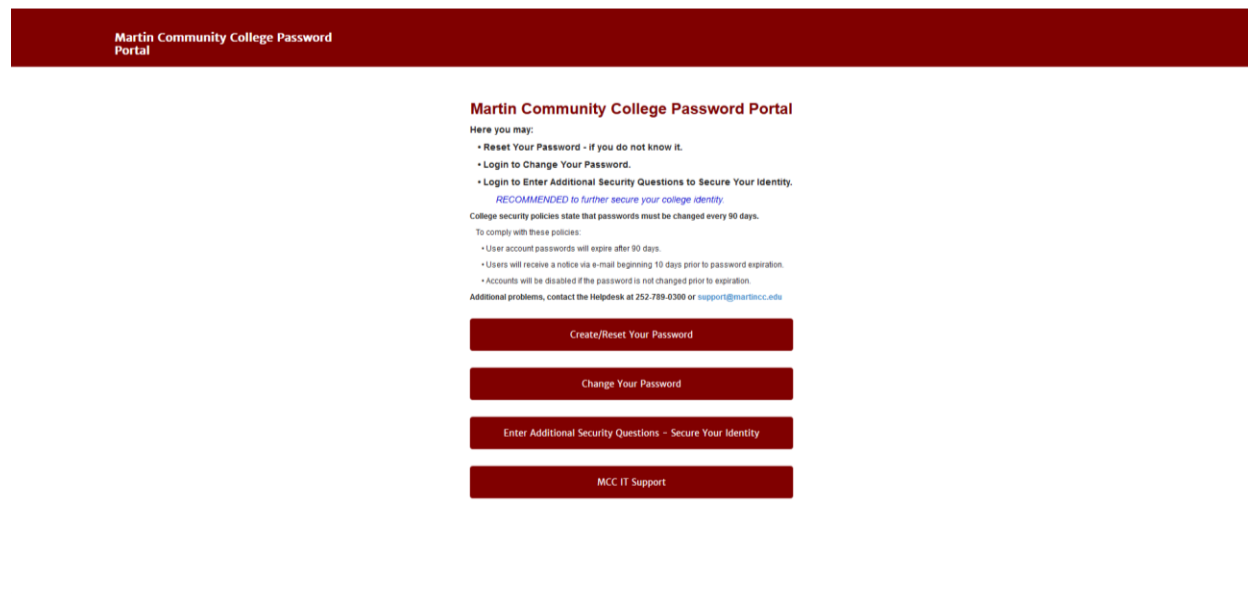

Fig. 1. For first-time users, click CREATE/RESET YOUR PASSWORD. If you know your password but want to reset your password, click CHANGE YOUR PASSWORD. If you have forgotten your Password and need to reset your Password, click RESET YOUR PASSWORD. Once you have created your password, it is recommended that you create new Security Questions to help secure your identity. Click ENTER ADDITIONAL SECURITY QUESTIONS. Remember your questions and answers; you will be asked to answer these questions the next time you reset your password.

Fig. 2. To create/reset your password, enter your username. Your username is the initial of your first name, the initial of your last name, and the last five (5) digits of your Student/Colleague ID number. Your Student/Colleague ID number is on most information that you receive from the college. If you cannot locate your Student/Colleague ID number, visit your faculty advisor, counselor, or the Registrar's Office. Bring your photo ID. Enter your ID and click NEXT. You may cancel this process/request at any time. To do so, click CANCEL.

Example: Martin C. College is a student; his Student/Colleague ID number is 0312345. His username is MC12345.

Fig. 3. To continue creating/resetting your password, answer the questions on the screen. Enter your full seven-digit Student/Colleague ID number. Enter your last name. Enter your six-digit birth date. Example: If your birth date is January 1, 2000, enter 010100. Click NEXT.

Fig. 4. Enter your new password. The password must be 8 characters and contain three (3) of the following four (4) categories: uppercase letter (A-Z); lowercase letter (a-z); number 0 through 9; nonalphanumeric character ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/. Confirm your new password. Click NEXT.

Fig. 5. Congratulations. Your password has been successfully created/reset. Click FINISH. Upon completion, you will return to the Martin Community College Password Portal homepage. Remember to enter additional security questions to help secure your identity. Do not forget your answers!

SECTION 2. SIGNING IN TO SELF-SERVICE

Now that you have created/reset your password, go to Self-Service. Enter the following URL to any web browser: **ss.martincc.edu**. You will see the Martin Community College Self-Service Sign In page.
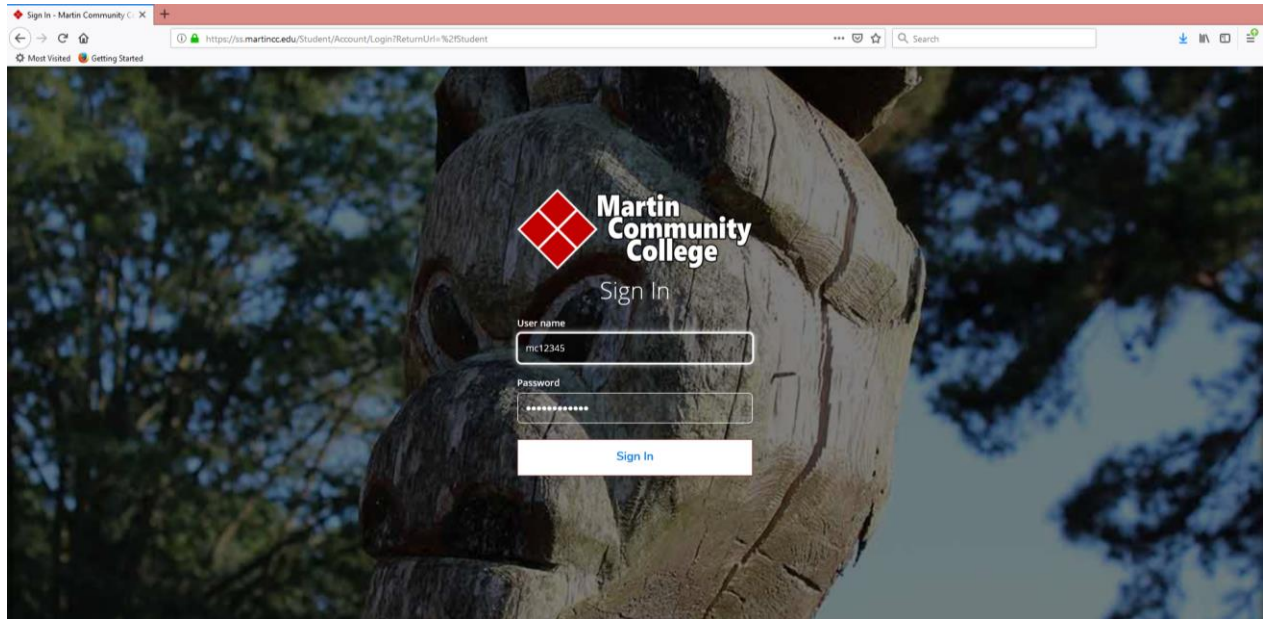

Fig. 6. Enter your user name and password. Click SIGN IN.

SECTION 3. STUDENT PLANNING
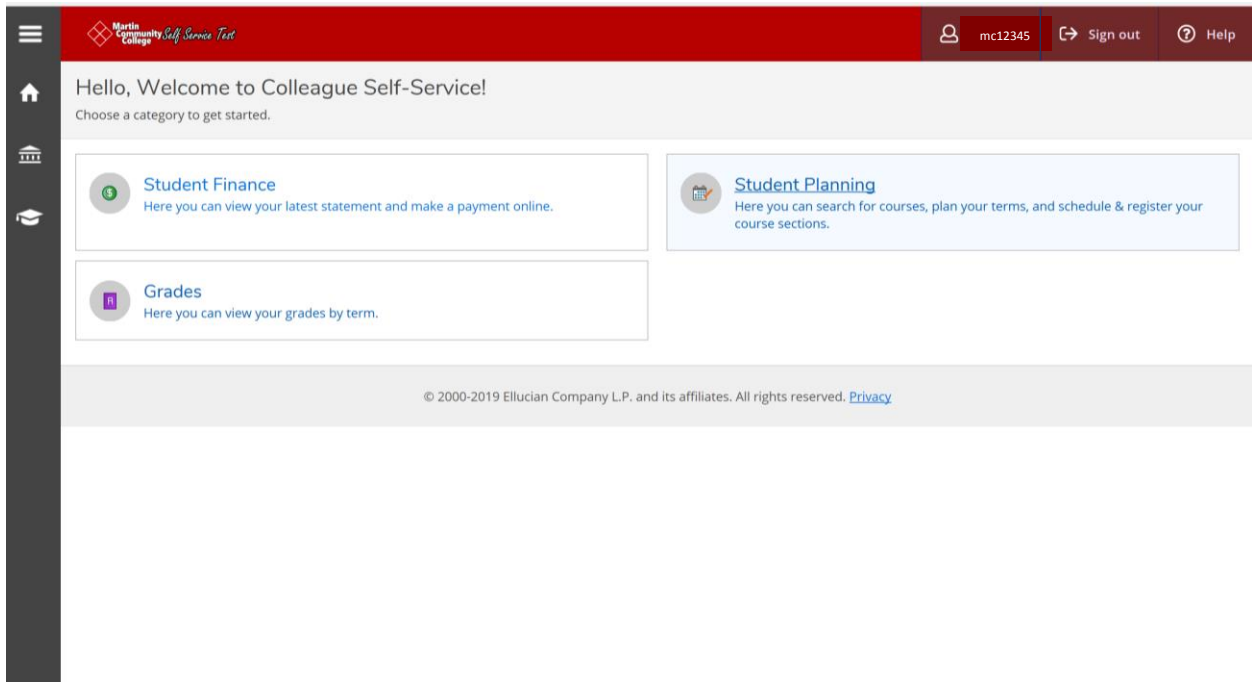
From the Self-Service homepage, choose STUDENT PLANNING.

Fig. 7. With the Student Planning module, you can access your program of study (degree plan), plan your schedule, and share notes with your advisor.

SECTION 3.A. PLANNING OVERVIEW

Fig. 8. The opening screen is the Planning Overview; it reflects the current term. The weekly calendar at the bottom of the screen will show you a schedule of your seated classes.

Fig. 9. By scrolling to the bottom of the Planning Overview screen, you will see online sections for which you are registered. Online sections do not have a meeting time.

Fig. 10. At the top of the Planning Overview page, click on STUDENT PLANNING navigation tool, and you will see various tools available within the Student Planning module. Click on MY PROGRESS.

Section 3.B. My Progress

Fig. 11. The My Progress page provides you information about your program of study. If you are enrolled in multiple programs, you can toggle between different programs. The program title is shown below the My Progress title at the top of the page; this is a view of the Associate in Arts program. You can also view your cumulative GPA. By scrolling down, you can see the classes that are required for the completion of your program. Scroll down.

Fig. 12. As you scroll down the PROGRESS page, observe the color-coding of the courses: "Completed," "In-Progress," "Not Started," and "Planned." Not every course on this plan needs to be completed. Each section of the program has a specific number of credits required for completion. The Humanities/Fine Arts/Communications requirement of this program requires nine (9) credits; the student has completed six (6) of the required nine (9) credits. Scroll down through your entire program to see which courses are remaining.

In just a minute, we will schedule a section for the next semester. But first, let's become familiar with the Plan & Schedule tool.

Fig. 13. Scroll back to the top of the My Progress page. Click on STUDENT PLANNING. Now, click on PLAN & SCHEDULE.

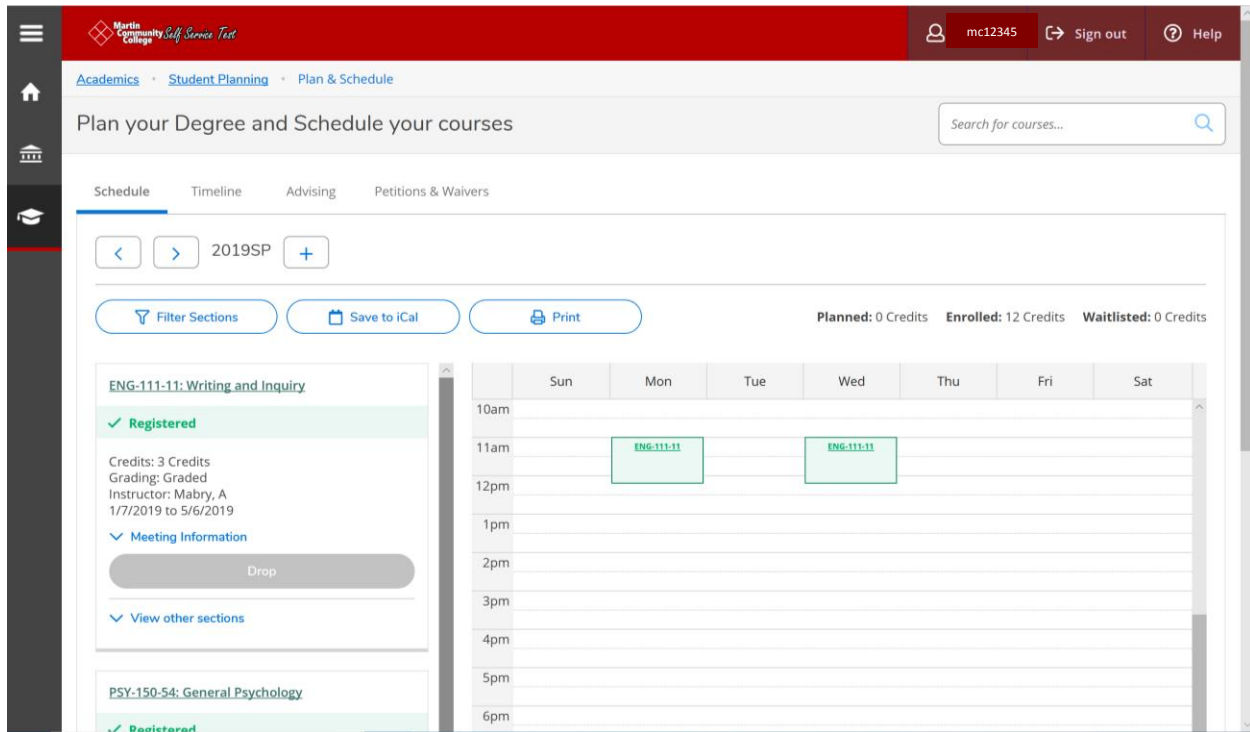## Section 3.C. Plan and Schedule (Registering for Classes)

Fig. 14. The first term or semester to appear on the Plan and Schedule page is the current term. The current term in this figure is the 2019 Spring term. Notice that the student is already enrolled and registered in a section of Writing and Inquiry (ENG 111 11). A successfully registered course shows a green banner. This is a seated section, so information appears on the calendar.

You may toggle between different terms by clicking the left and right arrows. The selected term appears to the right side of the arrows. Be sure you are always looking at the right term.

You can print the student's term course plan by clicking the PRINT button.
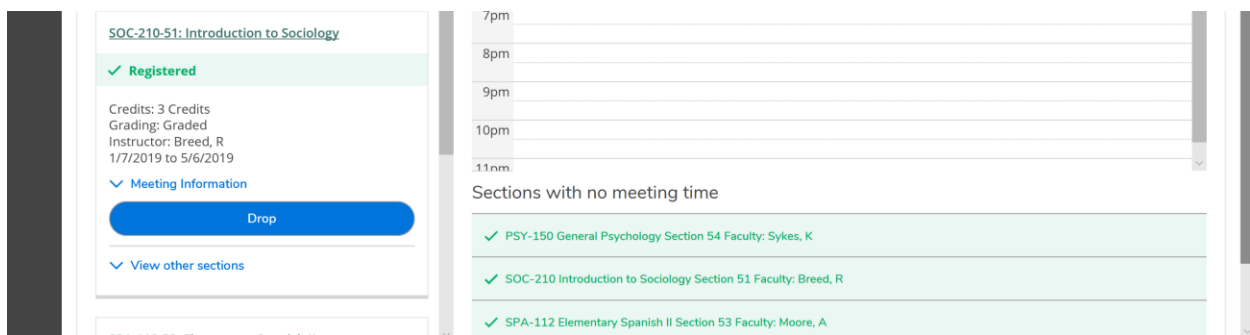

Fig. 15. By scrolling down the course list and the calendar, you can see other sections in which the student is enrolled. General Psychology (PSY 150 54) and Introduction to Sociology (SOC 210 51) are both online courses. They do not appear on the calendar because they do not have meeting times. They are listed again below the calendar.

Let's start a schedule for the next term. If the current term is the Spring semester, the next term is the Summer or Fall semester. On the Plan & Schedule page, you can use the right or left arrow to move to the Summer semester as shown below. If a term is not already present, you can add or remove term using the '-' or '+' buttons.
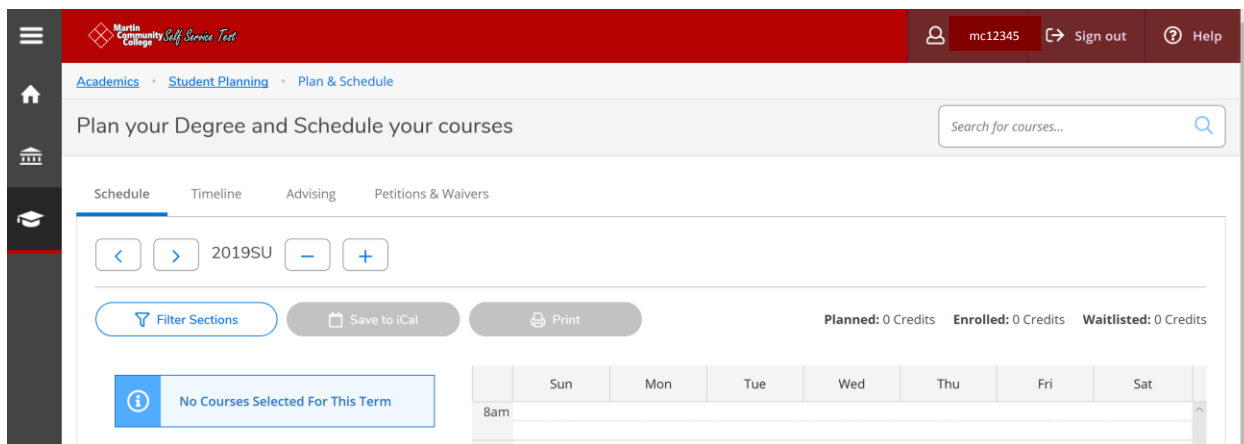

Fig. 16. You can see that this student has not yet registered for any courses for the Summer or Fall. From the navigation tool bar at the top, click on STUDENT PLANNING, and then click on MY PROGRESS.
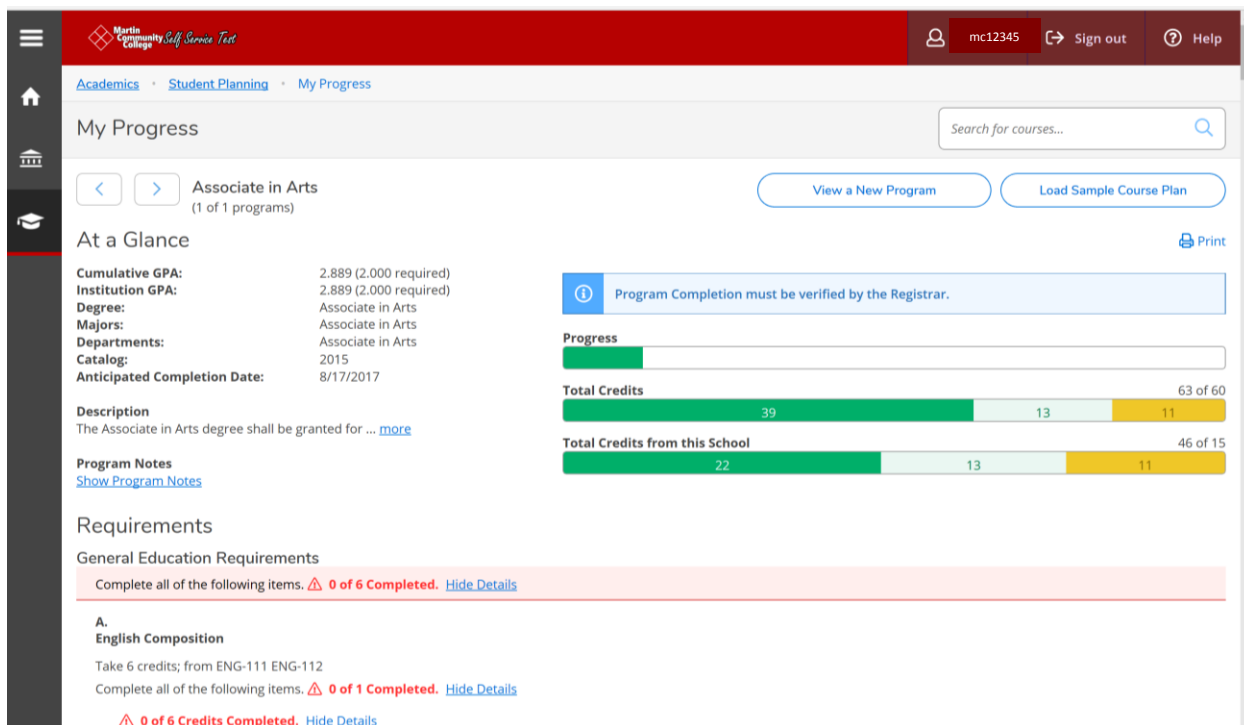

Fig. 17. From your My Progress, page, scroll down until you see the course(s) you want to plan for an upcoming term.

Fig. 18. This student is required to take a Math course (Section D); the student should take either MAT 143 or MAT 171.

Fig. 19. When the student clicks on MAT 171, course information appears. The student now has two options. The student can ADD COURSE TO PLAN or VIEW AVAILABLE SECTIONS. Choose VIEW AVAILABLE SECTIONS.
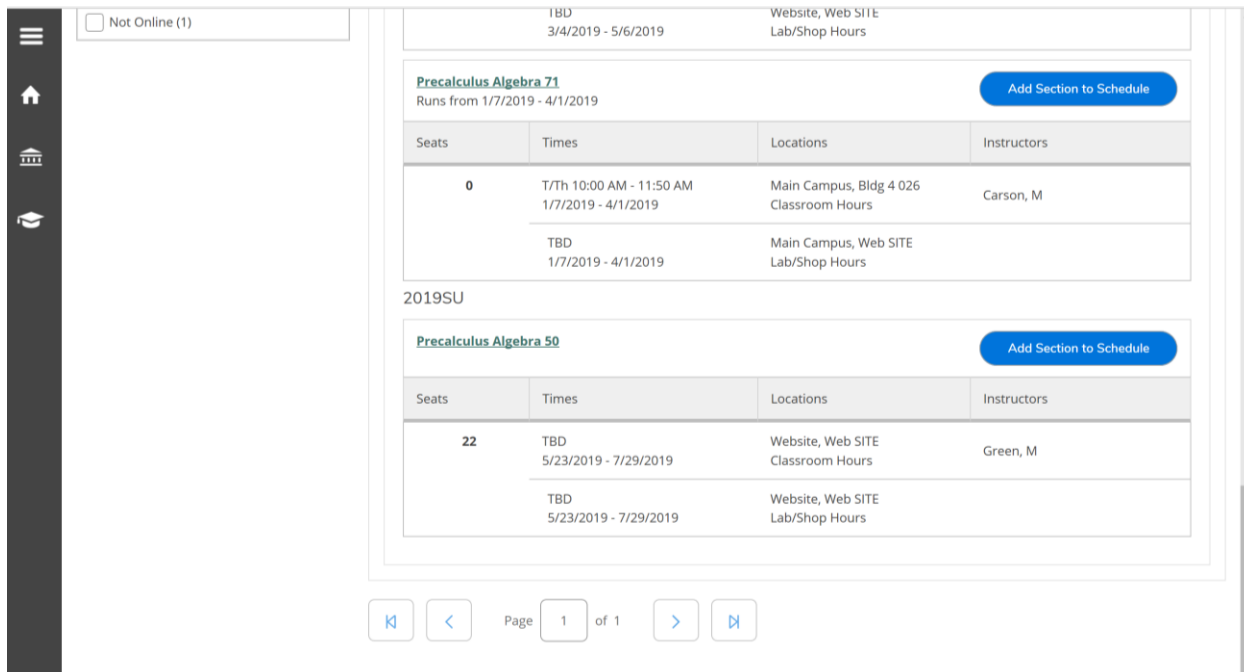
Not Online (1)

TBD
3/4/2019 - 5/6/2019

Website, Web SITE
Lab/Shop Hours

Precalculus Algebra 71
Runs from 1/7/2019 - 4/1/2019

Add Section to Schedule

Seats	Times	Locations	Instructors
0	T/Th 10:00 AM - 11:50 AM 1/7/2019 - 4/1/2019	Main Campus, Bldg 4 026 Classroom Hours	Carson, M
	TBD 1/7/2019 - 4/1/2019	Main Campus, Web SITE Lab/Shop Hours	

2019SU

Precalculus Algebra 50

Add Section to Schedule

Seats	Times	Locations	Instructors
22	TBD 5/23/2019 - 7/29/2019	Website, Web SITE Classroom Hours	Green, M
	TBD 5/23/2019 - 7/29/2019	Website, Web SITE Lab/Shop Hours	

Page 1 of 1

Fig. 20. Information for multiple terms may be shown. Scrolling down shows information for the 2019 Summer Semester. This is an online course that begins on 5/23/2019 and ends on 7/29/2019. The instructor is M. Green. Click ADD SECTION TO SCHEDULE.
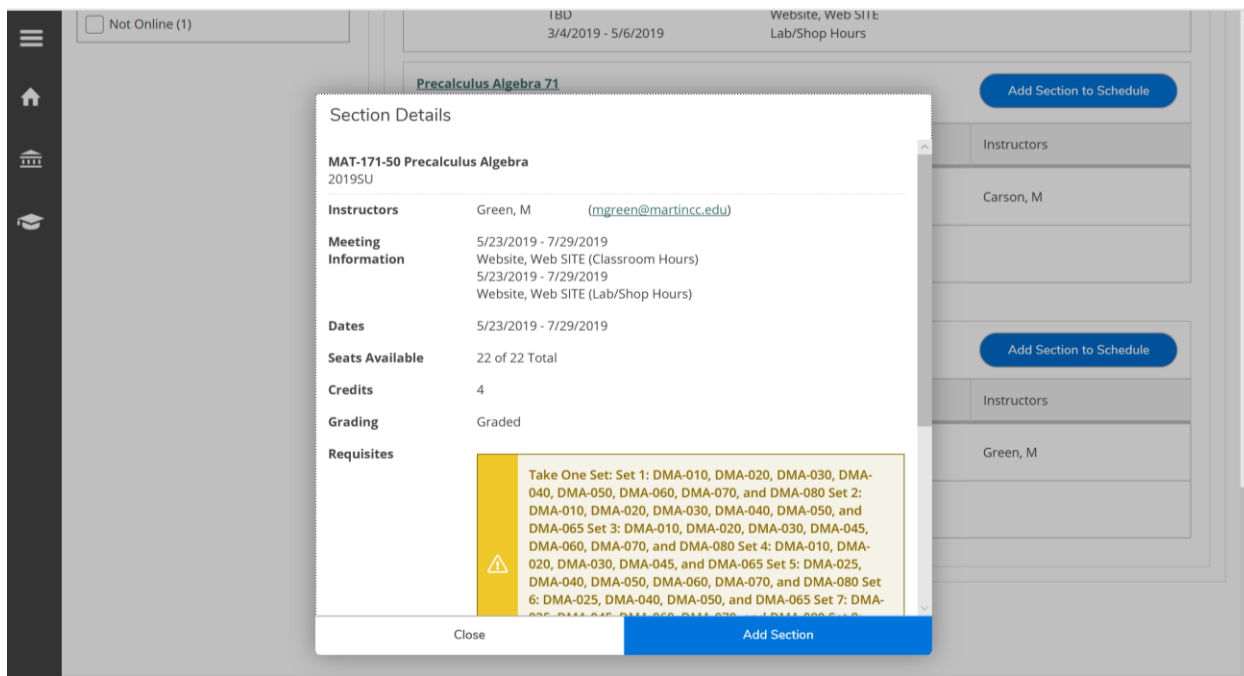
Not Online (1)

TBD
3/4/2019 - 5/6/2019

Website, Web SITE
Lab/Shop Hours

Precalculus Algebra 71

Add Section to Schedule

Section Details

MAT-171-50 Precalculus Algebra
2019SU

Instructors	Green, M (mgreen@martincc.edu)
Meeting Information	5/23/2019 - 7/29/2019 Website, Web SITE (Classroom Hours) 5/23/2019 - 7/29/2019 Website, Web SITE (Lab/Shop Hours)
Dates	5/23/2019 - 7/29/2019
Seats Available	22 of 22 Total
Credits	4
Grading	Graded
Requisites	Take One Set: Set 1: DMA-010, DMA-020, DMA-030, DMA-040, DMA-050, DMA-060, DMA-070, and DMA-080 Set 2: DMA-010, DMA-020, DMA-030, DMA-040, DMA-050, and DMA-065 Set 3: DMA-010, DMA-020, DMA-030, DMA-045, DMA-060, DMA-070, and DMA-080 Set 4: DMA-010, DMA-020, DMA-030, DMA-045, and DMA-065 Set 5: DMA-025, DMA-040, DMA-050, DMA-060, DMA-070, and DMA-080 Set 6: DMA-025, DMA-040, DMA-050, and DMA-065 Set 7: DMA-

Close   Add Section

Instructors

Carson, M

Add Section to Schedule

Instructors

Green, M

Fig. 21. Section Details are displayed. Clicking ADD SECTION will add the section to your Plan.

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Fig. 22. Confirmation of the added section may be shown in notifications in the upper righthand corner.

Using the Navigation Tools at the top of the page, we can return to the My Progress page and scroll down to another course that needs to be added to our Plan.

Fig. 23. COM 231, Public Speaking is a course that has Not Started, and the student needs a total of nine (9) credit hours to complete this section. The student may click on COM 231.

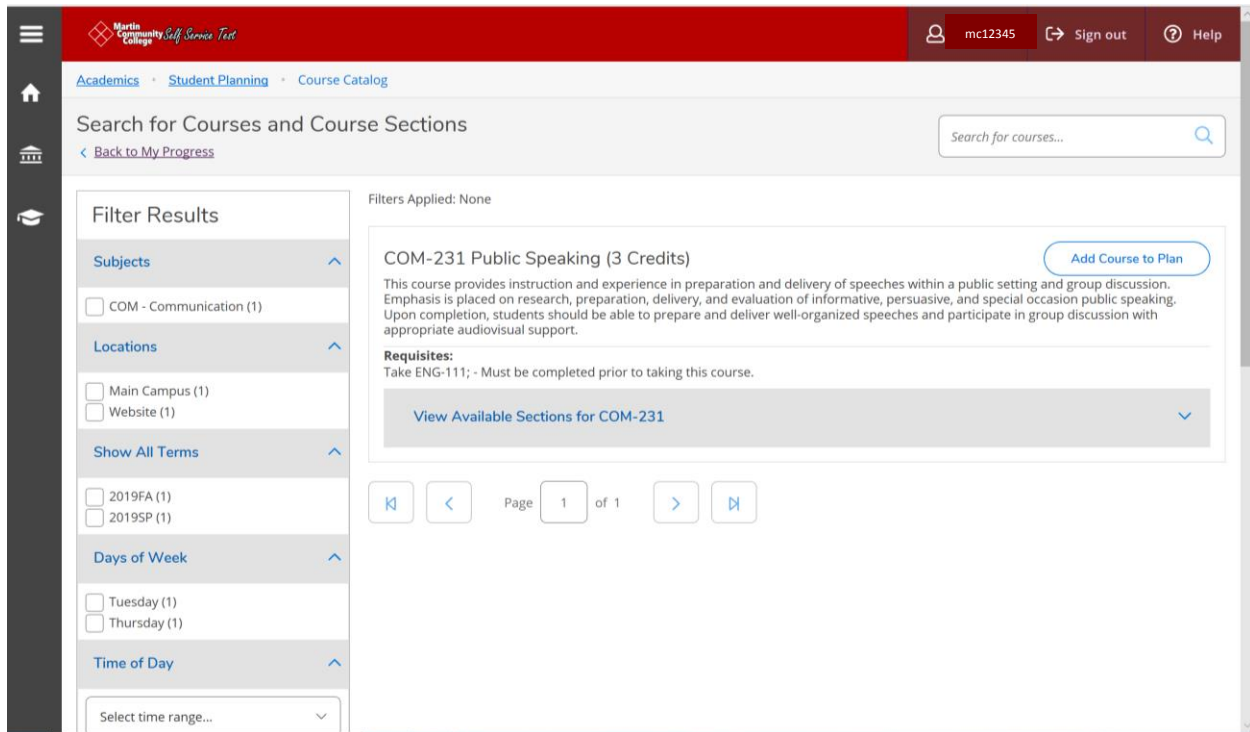**Fig. 24.** Choose ADD COURSE TO PLAN when you plan to take a course in an upcoming term but if you are undecided on the day or time or instructional method or if information is not published for available sections.
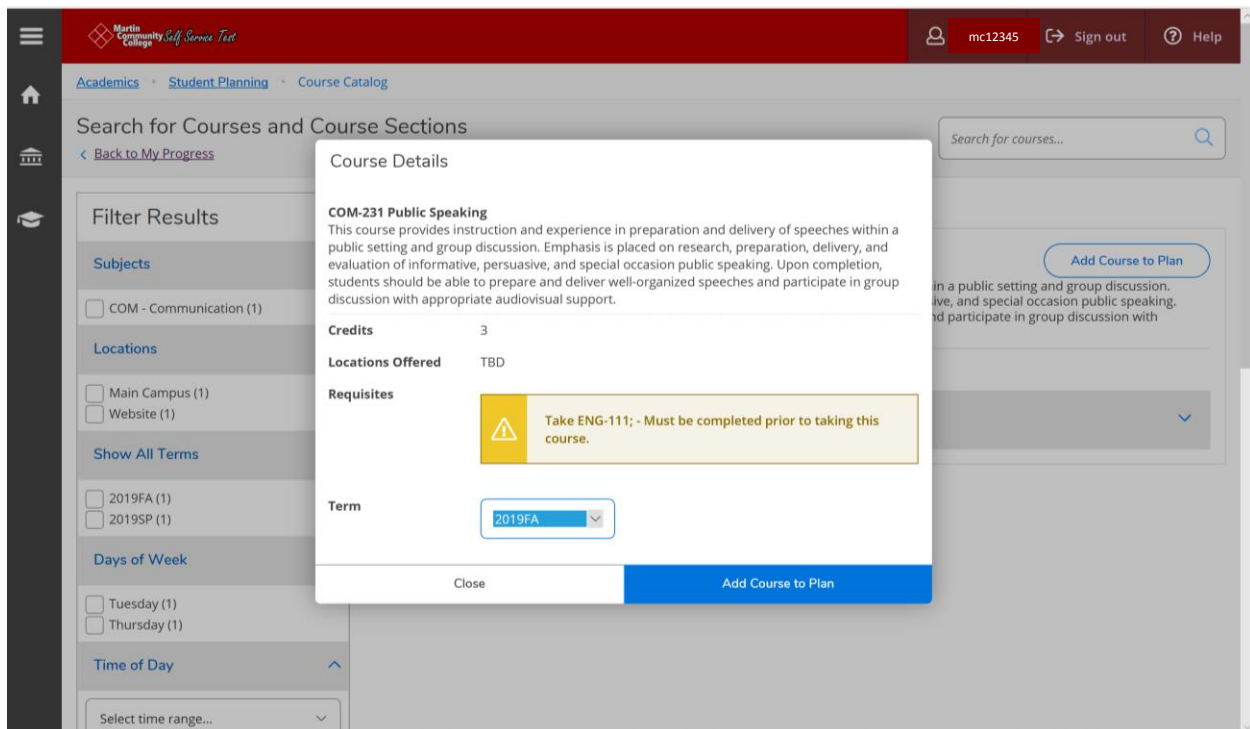

Fig. 25. Adding the Course to the Plan requires selecting a term. In the figure above, you can see the student is adding the course to the 2019 Fall Term. Click ADD COURSE TO PLAN.
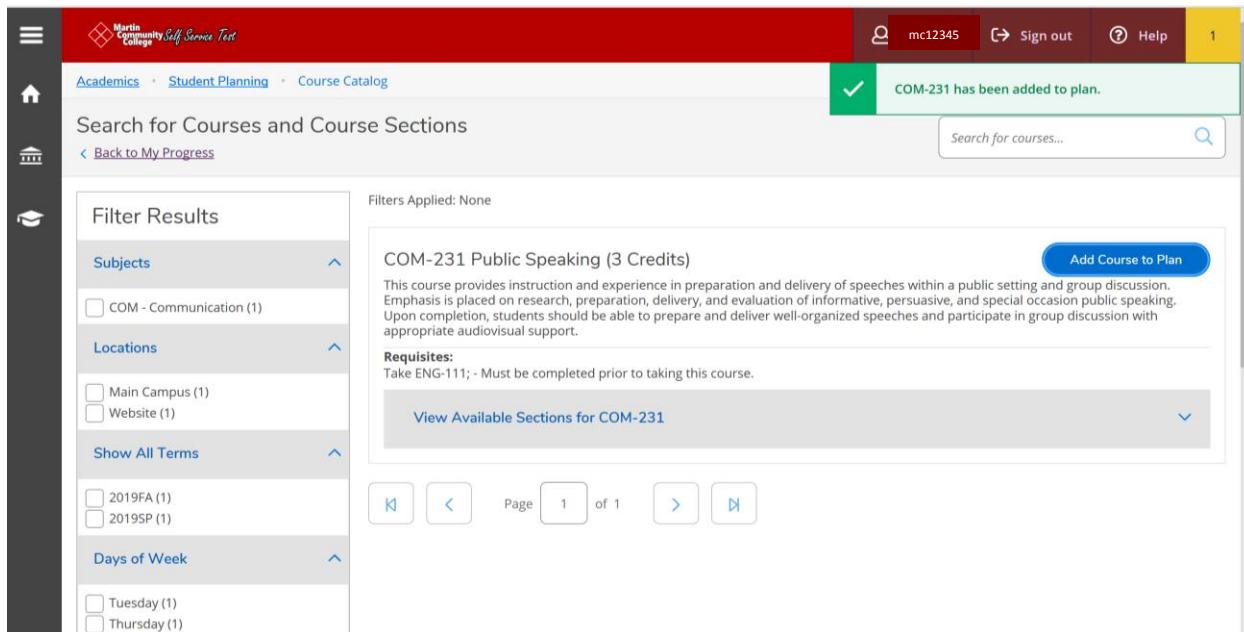
Fig. 26. Confirmation of the added section may be shown in notifications in the upper righthand corner.

Use the navigation tool bar at the top of the page to return to Plan & Schedule.
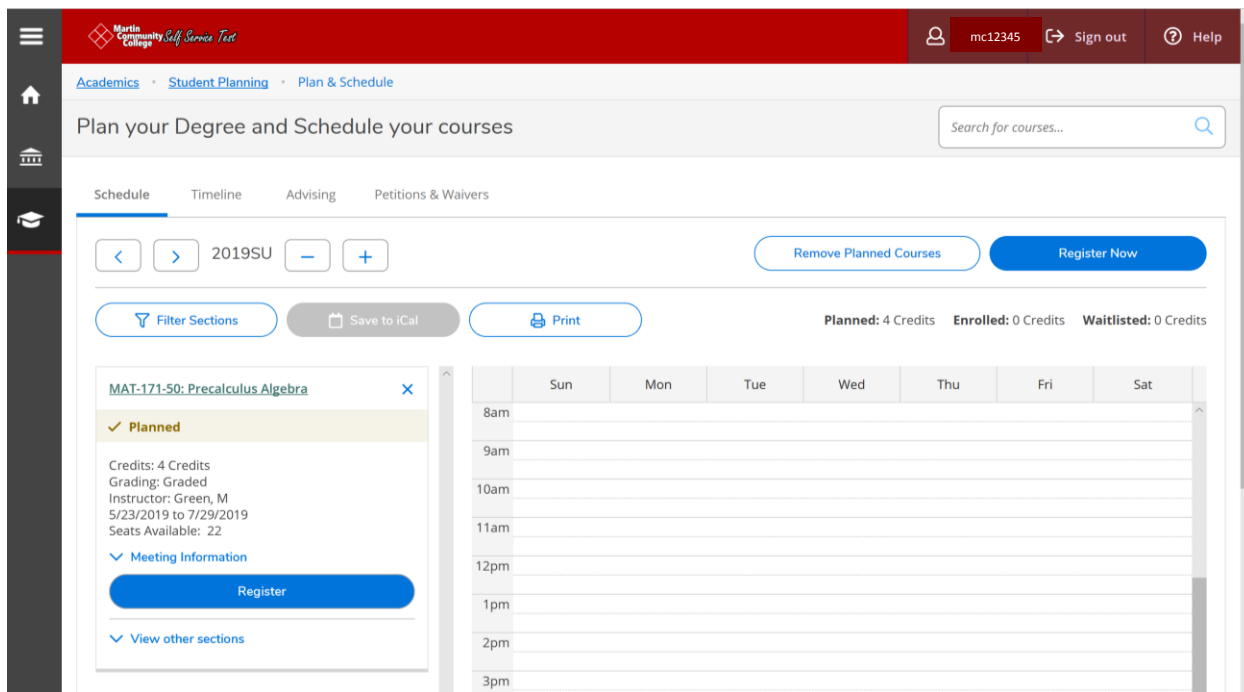

Fig. 27. The Plan and Schedule page (for the 2019 Summer term) shows that the student has planned MAT 171 for the Summer term. IMPORTANT: Students cannot register for a course unless it has been approved by their advisor or by a counselor. Clicking on the REGISTER button will reveal an error message.
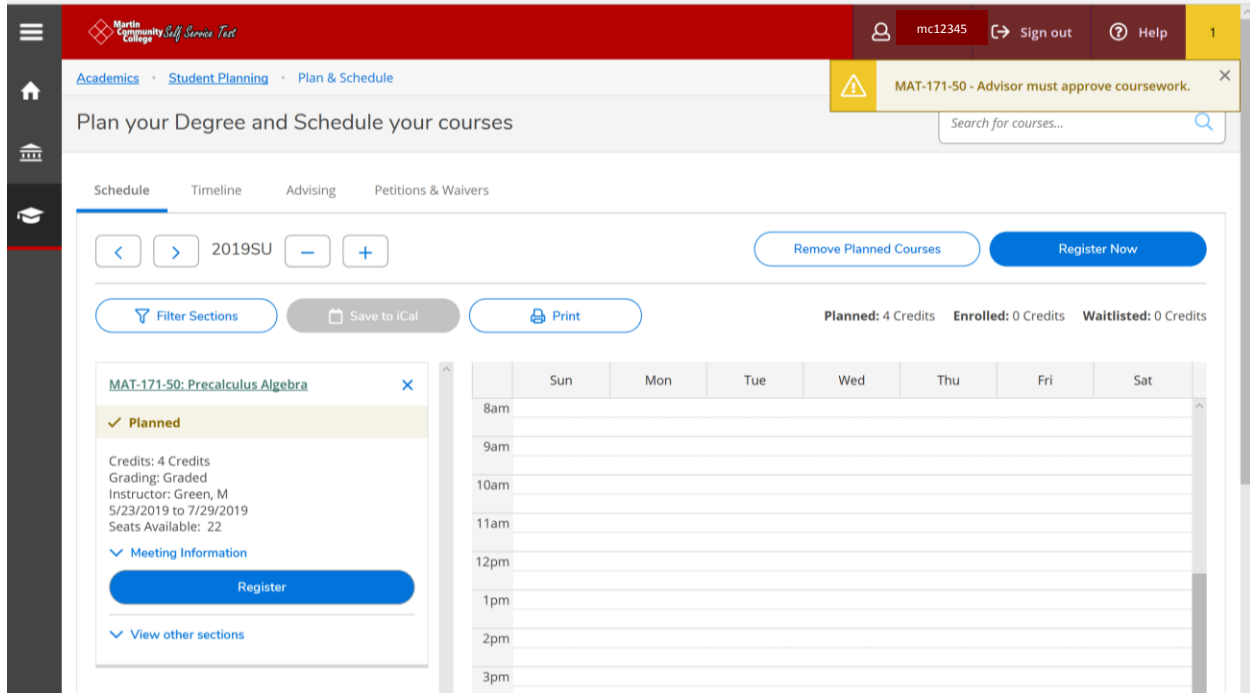
Fig. 28. To remove the notification, click the 'x' in the upper righthand corner of the notification box.

The Plan & Schedule has multiple tabs. To register for a course, you will need your advisor to approve your course. Click on ADVISING.
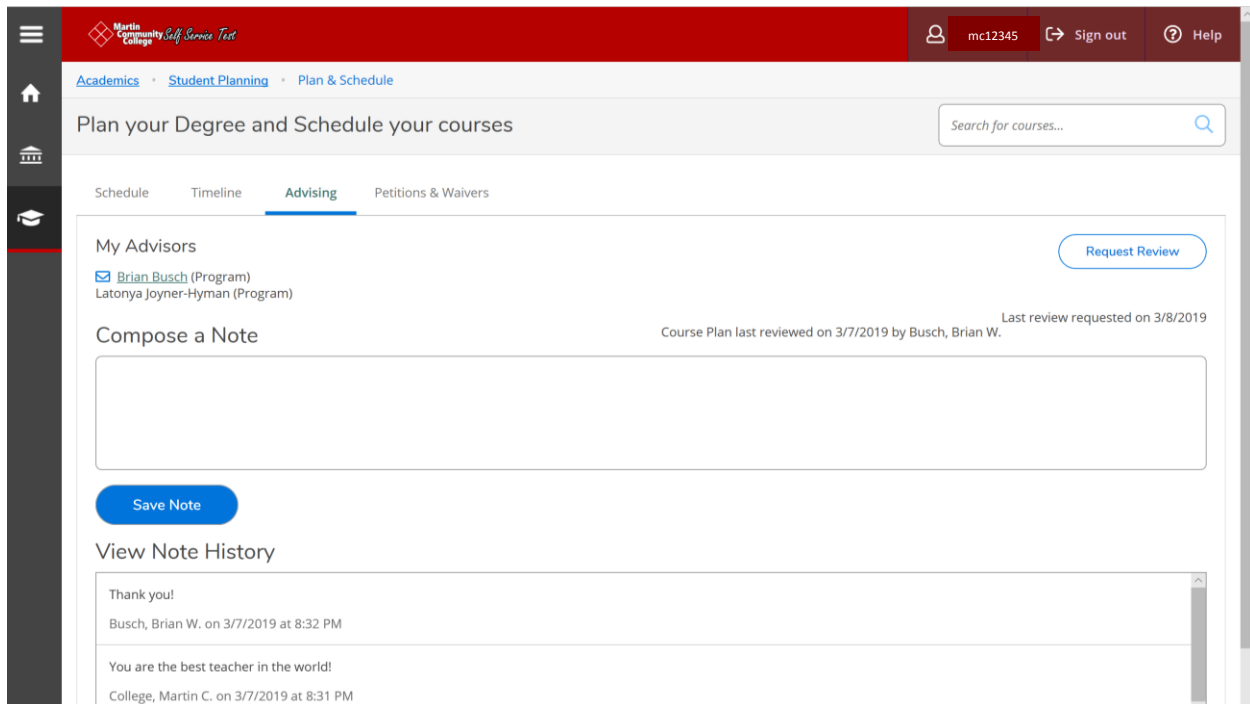

Fig. 29. The REQUEST REVIEW button will generate an email to your advisor with a request for your advisor to review and approve or deny your plan.
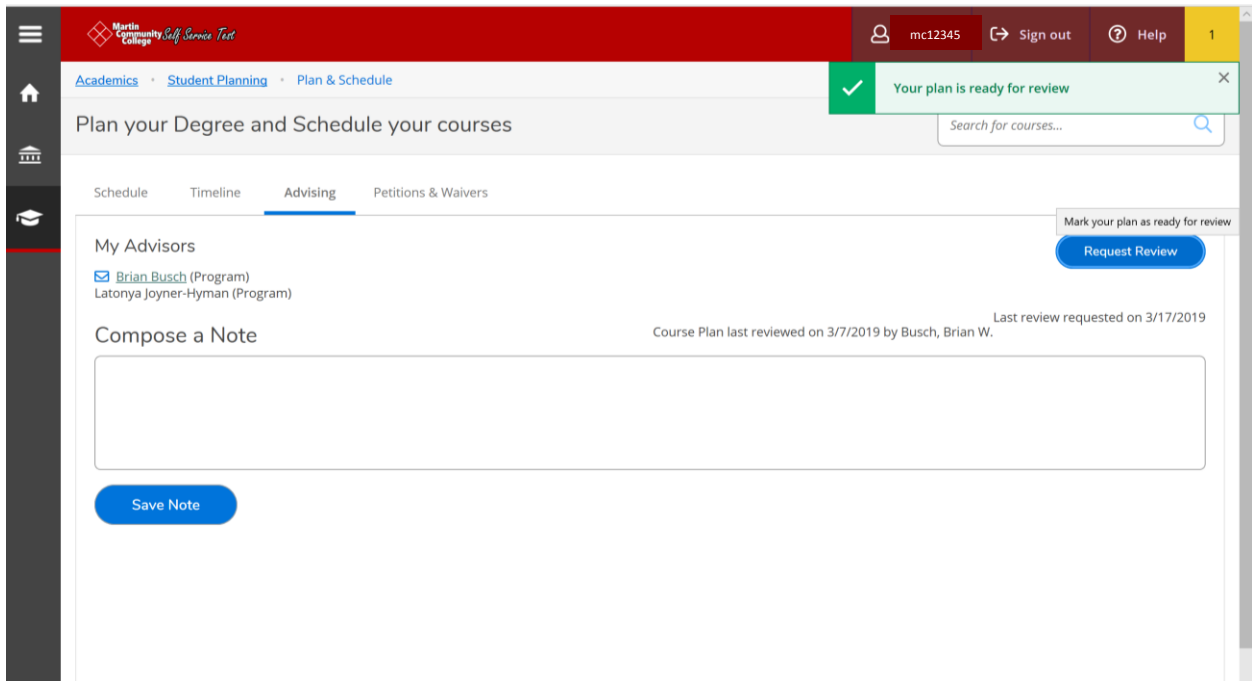
Fig. 30. Clicking on the REQUEST REVIEW button will create a notification in the upper righthand corner.
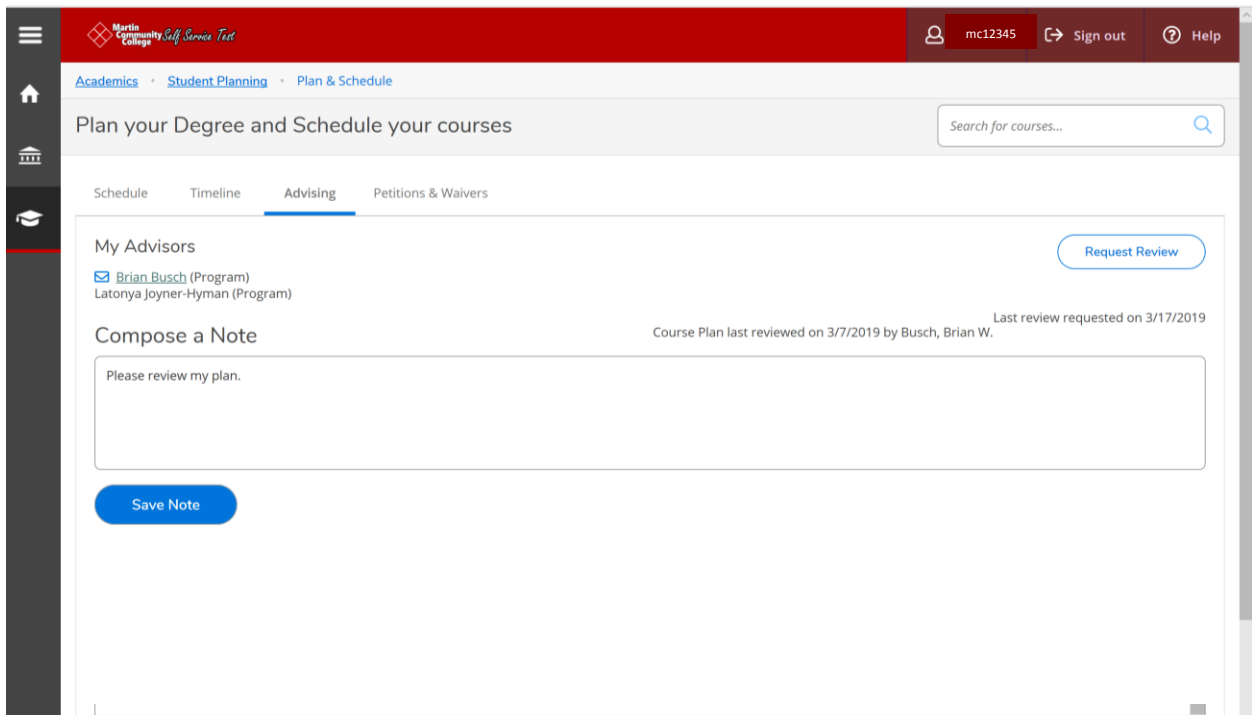

Fig. 31. The student can also compose a note for the advisor. Remember to click SAVE NOTE or the note cannot be view by the advisor.

Using the Self-Service navigation tool bar at the top of the page, the student can return to the Plan & Schedule page.
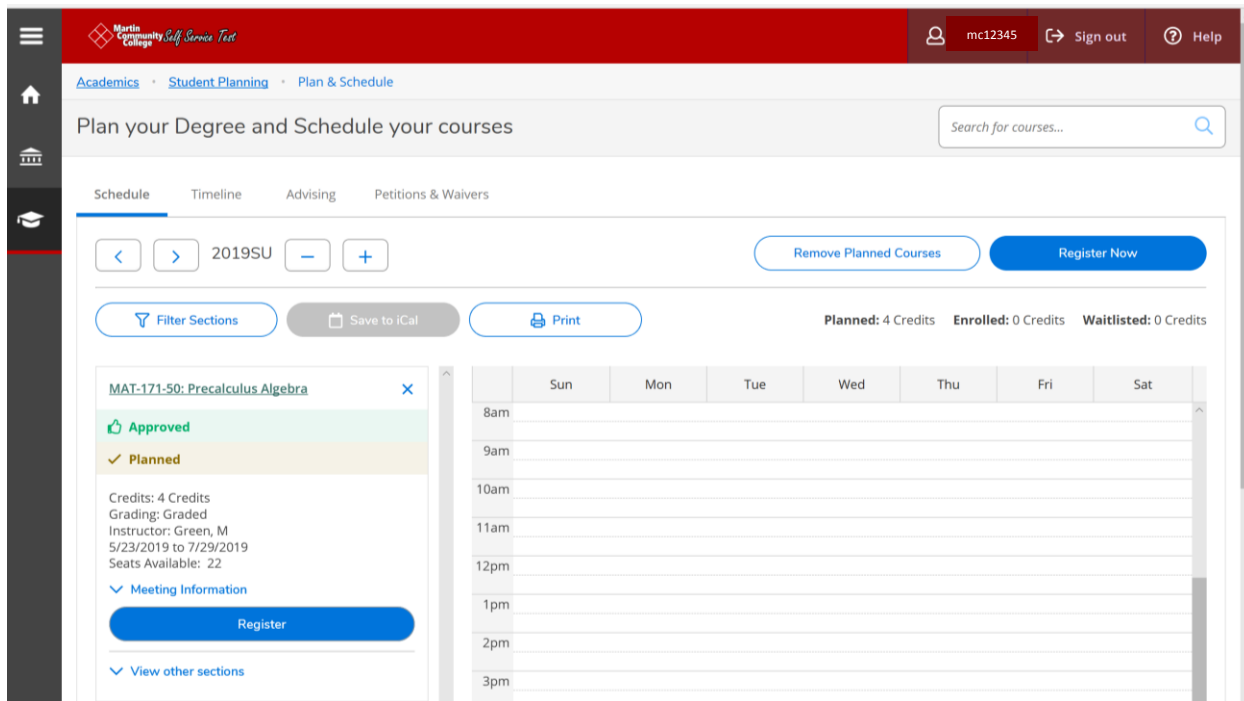
Fig. 32. The screen shows that the advisor has "approved" MAT 171 50. The student can now register for the course by clicking REGISTER button on the left-hand side under the course name.

NOTE: the blue "REGISTER NOW" button in the upper righthand corner will register the student for all courses that are planned and approved. By using the REGISTER button, the student can register for courses individually.
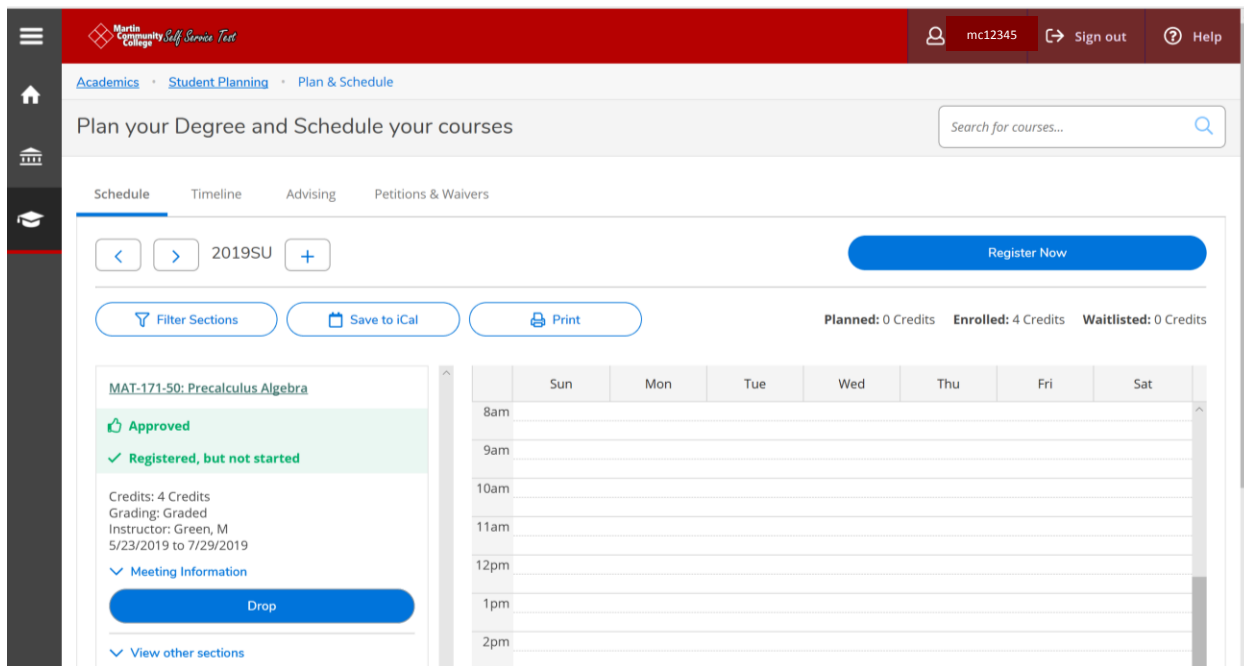

Fig. 33. Information below the course and section title now show that the student has registered for the section.

There is also a DROP button. Students cannot drop a section using this function. Send a note to or contact your advisor to request your course be dropped.

Use the PRINT button to print a schedule.

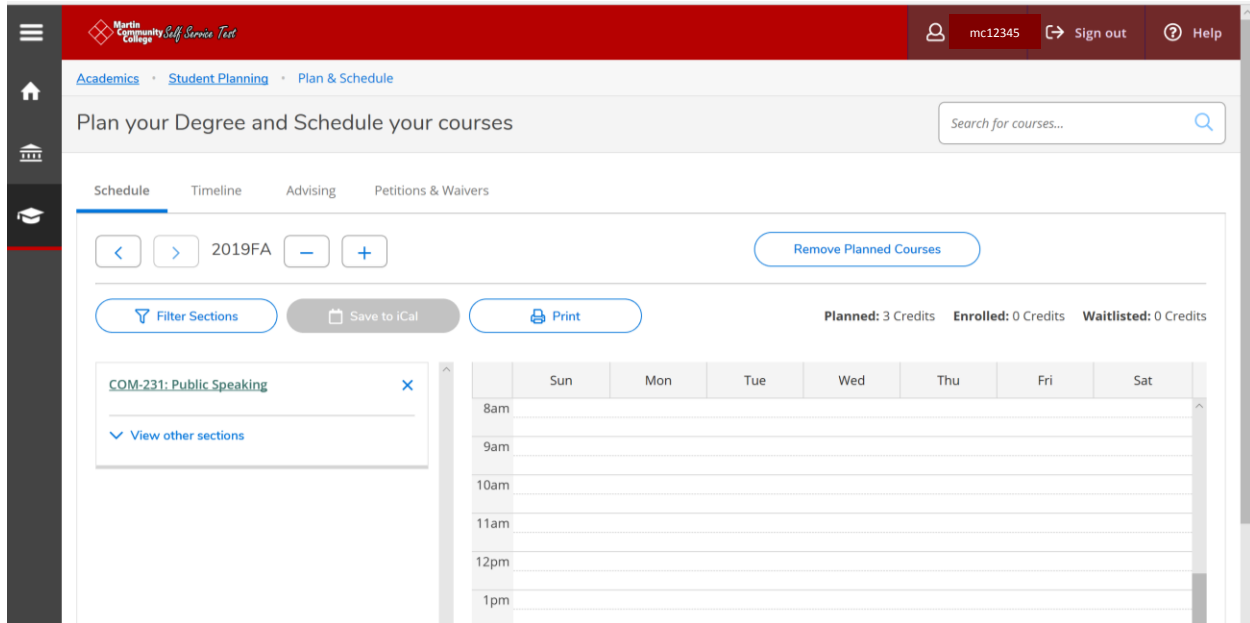Toggle forward to the 2019 Fall Semester.

Fig. 34. This course has been planned, but a section day and time or instructional method has not been chosen. The student can click on VIEW OTHER SECTIONS to see available sections.
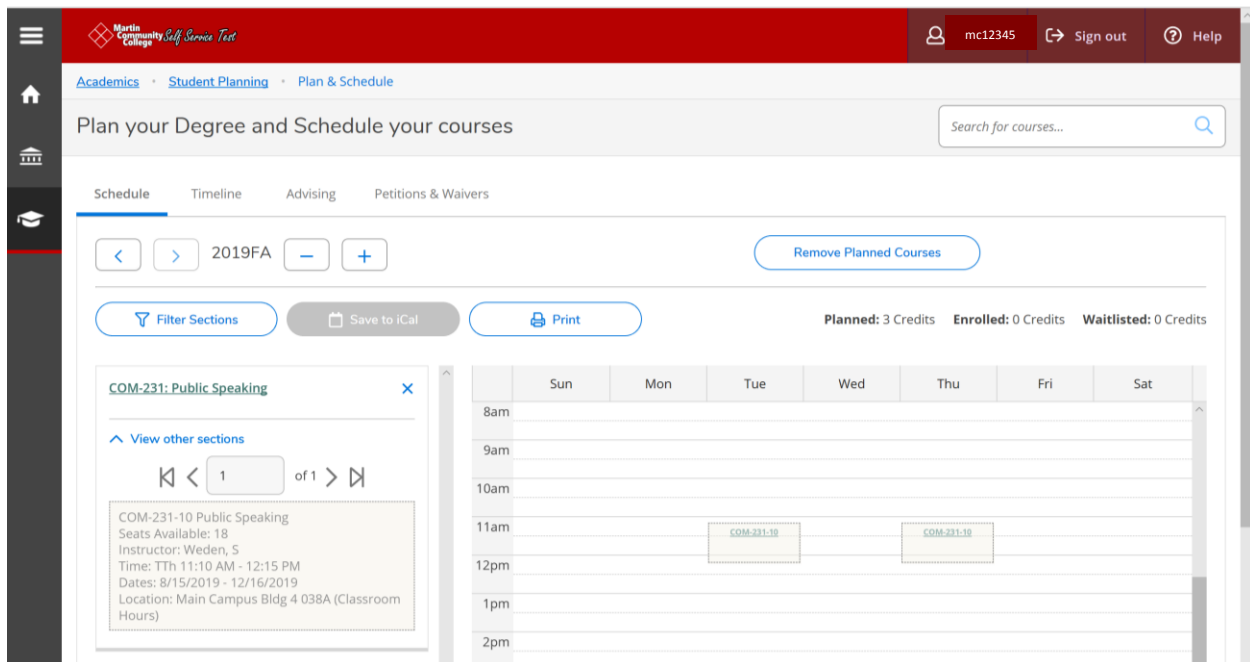

Fig. 35. In this example, one section is available for the 2019 Fall term. The student can click on the section details if this is the section for which the student wishes to register.
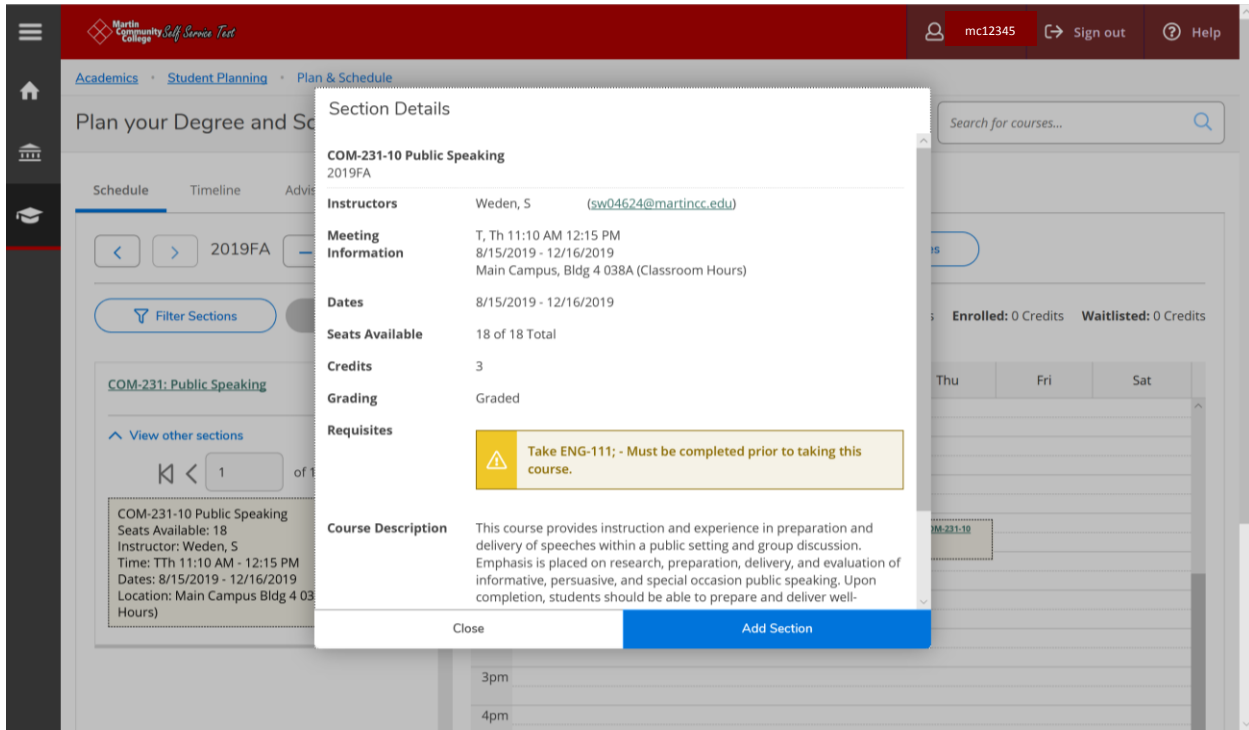
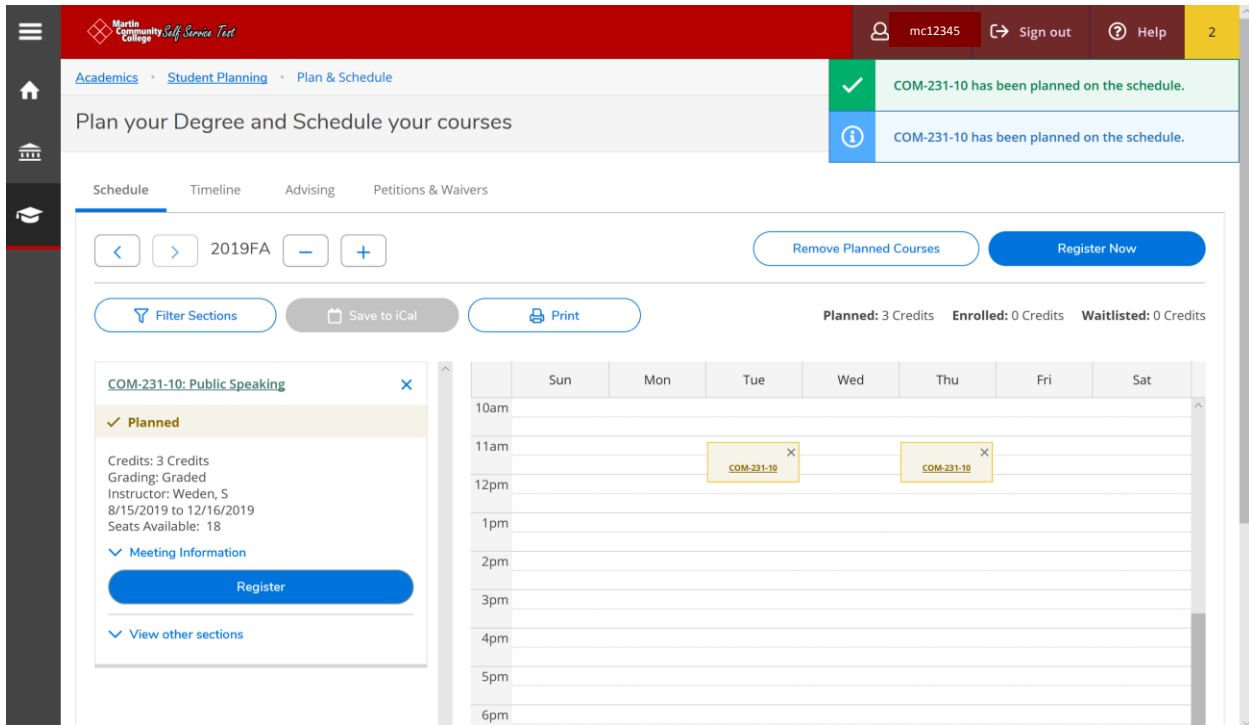**Fig. 36.** Choosing ADD SECTION will add this section to the student's plan.

Fig. 37. The notification in the upper righthand corner shows that the course has been added to the plan. If the student is ready for the advisor to review and approve the requested section, choose the ADVISING tab.
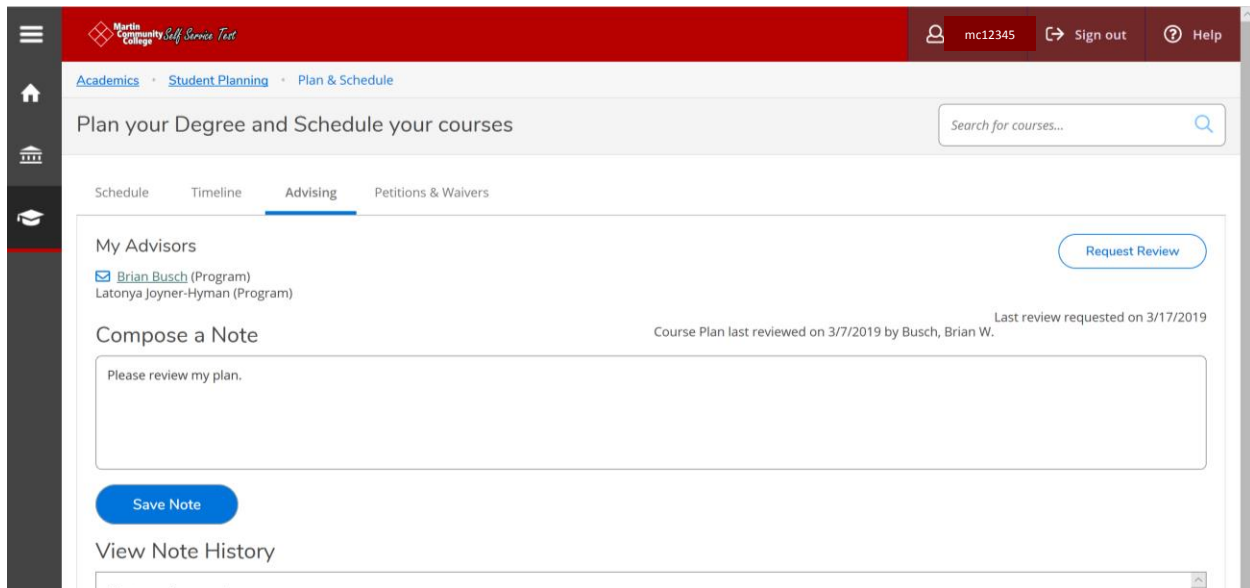
Fig. 38. The student may click REQUEST REVIEW and wait for the advisor to respond. The advisor may approve or deny the request. If the request is approved, the student may register for the course and print a schedule.

SECTION 4. COURSE CATALOG AND CLASS SCHEDULE

Before you can register for a section, you may need to find out which classes are being offered for a particular term.
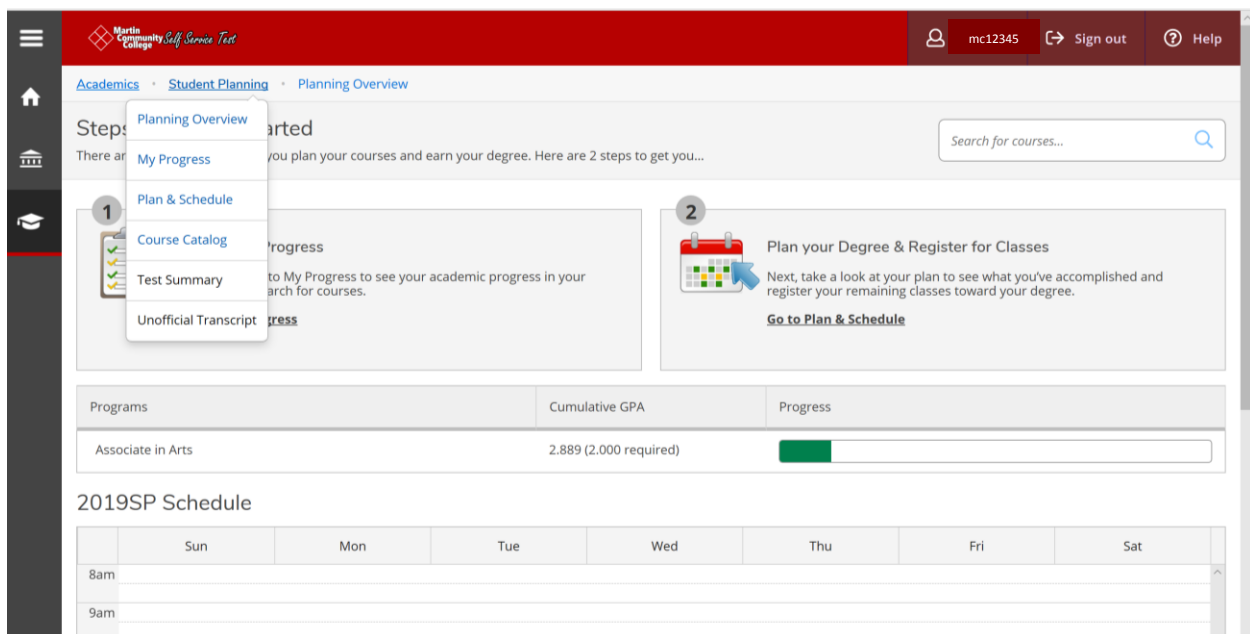

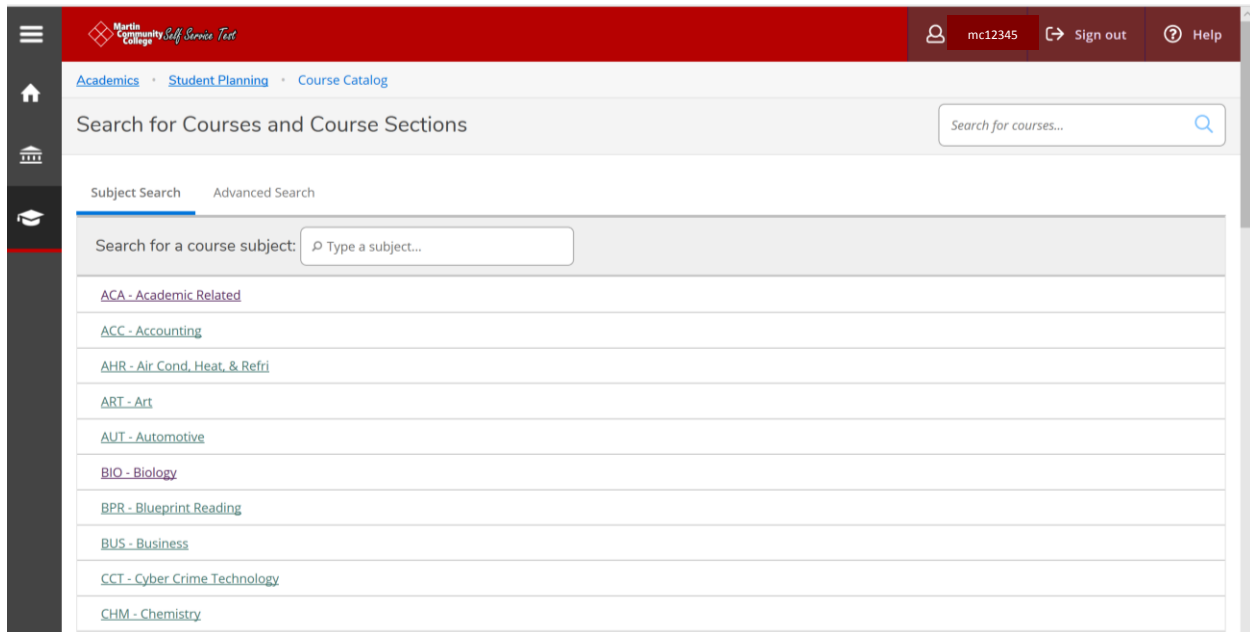**Fig. 39.** From the Planning Overview page, click on COURSE CATALOG.

Fig. 40. A list of all subjects is shown on the Course Catalog homepage. To see which courses are offered in a particular term, click on ADVANCED SEARCH.
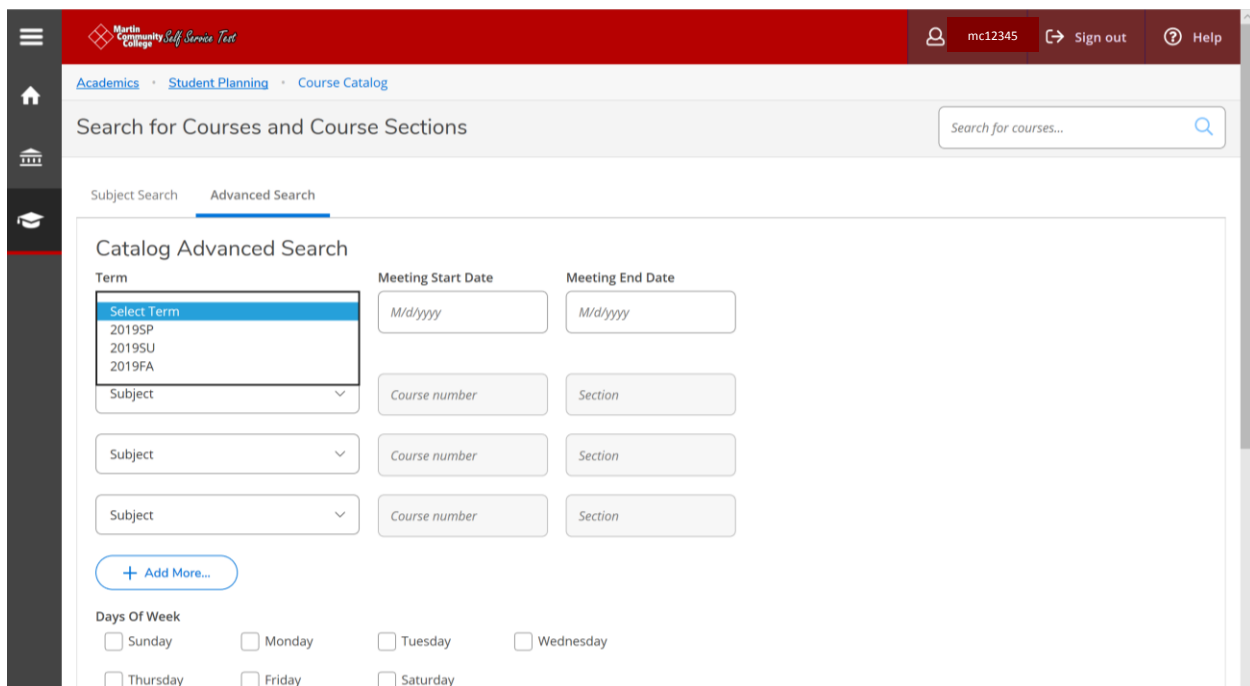

Fig. 41. On the Advanced Search page, you may select a particular term for which you wish to search. Select 2019SU, scroll to the bottom of the page, and click SEARCH.

Fig. 42. The search reveals a list of all courses available for the selected term. You may also find a list of courses on the college's website; search the CURRENT STUDENTS tab for CLASS SCHEDULES. Hardcopies of the class schedule are also distributed in different locations around the college.

SECTION 5. STUDENT FINANCE

There are other tools currently available in Self-Service. Students may click on STUDENT FINANCE to see their latest statement. Online payments are not yet available.
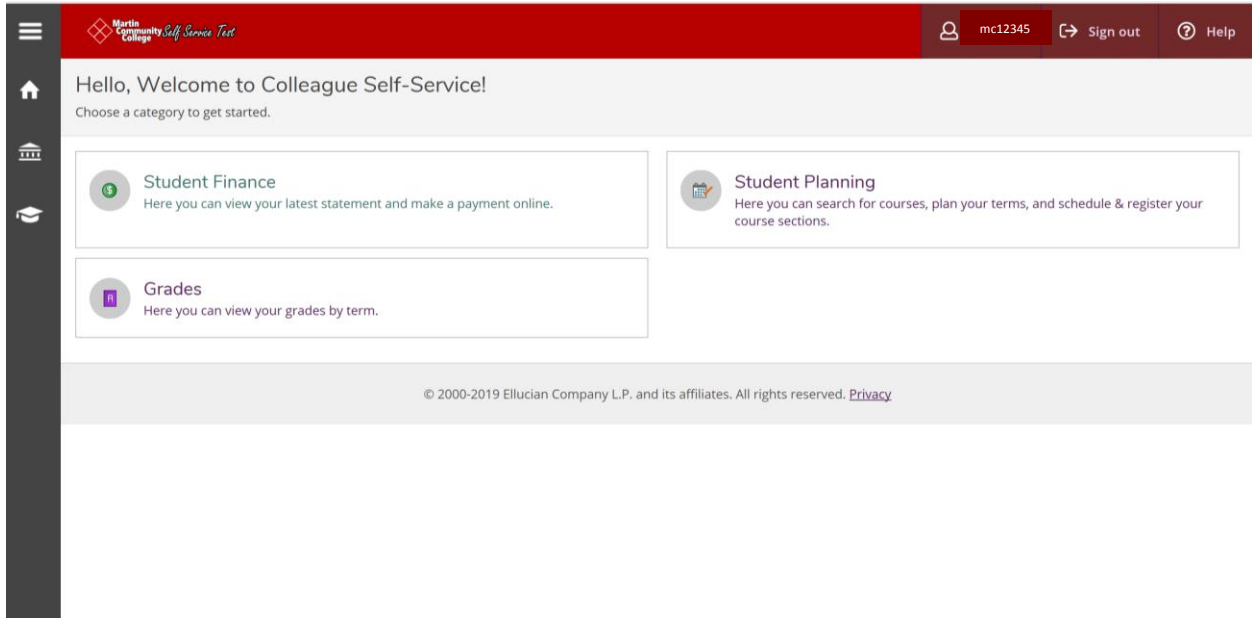

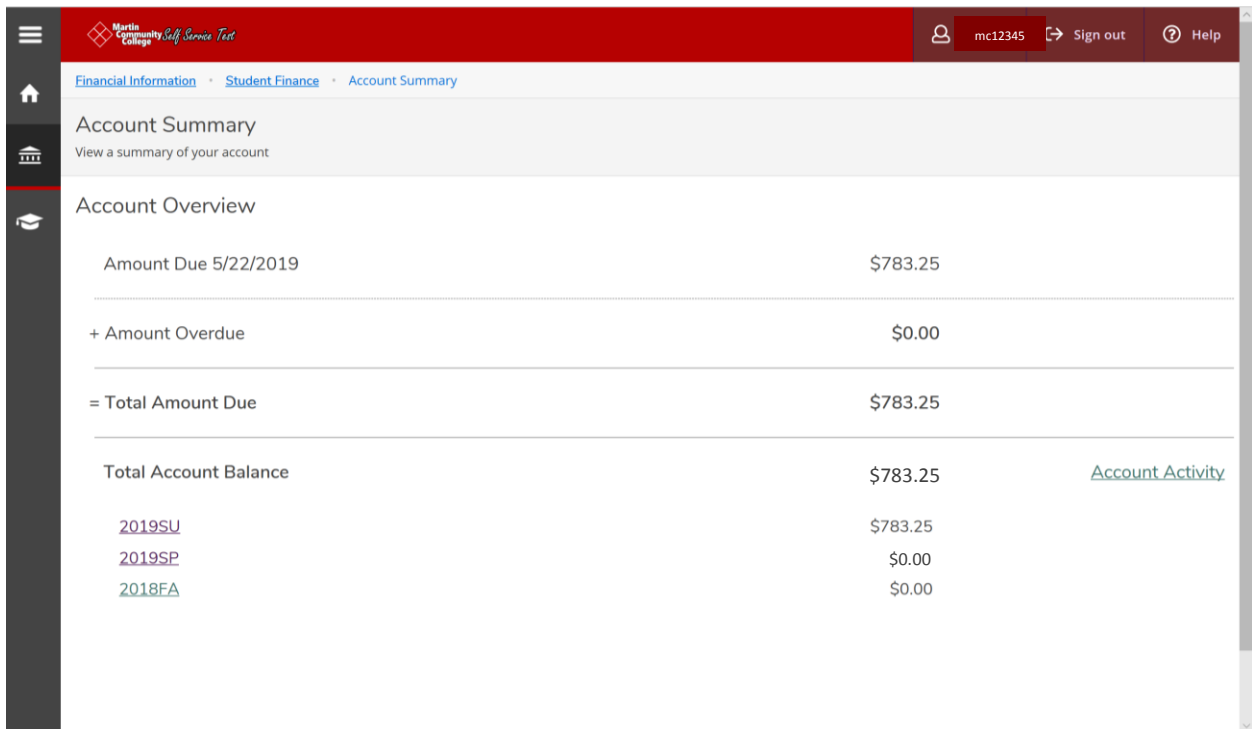**Fig. 43.** After logging into Self-Service, click on the STUDENT FINANCE module.

 Fig. 44. The home screen of the Student Finance module is the Account Summary/Account Overview. The student's total balance is shown as "Amount Due." The amount due for the student shown reflects charges associated with a semester that has not yet begun; in this illustration it is the 2019 Summer

Term. Charges will not be shown for courses that are only planned; charges appear after the student is registered for the course. No other charges have been carried forward from previous semesters, so there is no amount that is overdue. The only charges due reflect an upcoming term.

Account activity for individual terms can be seen by clicking on the term. The 2019 Spring term is shown.
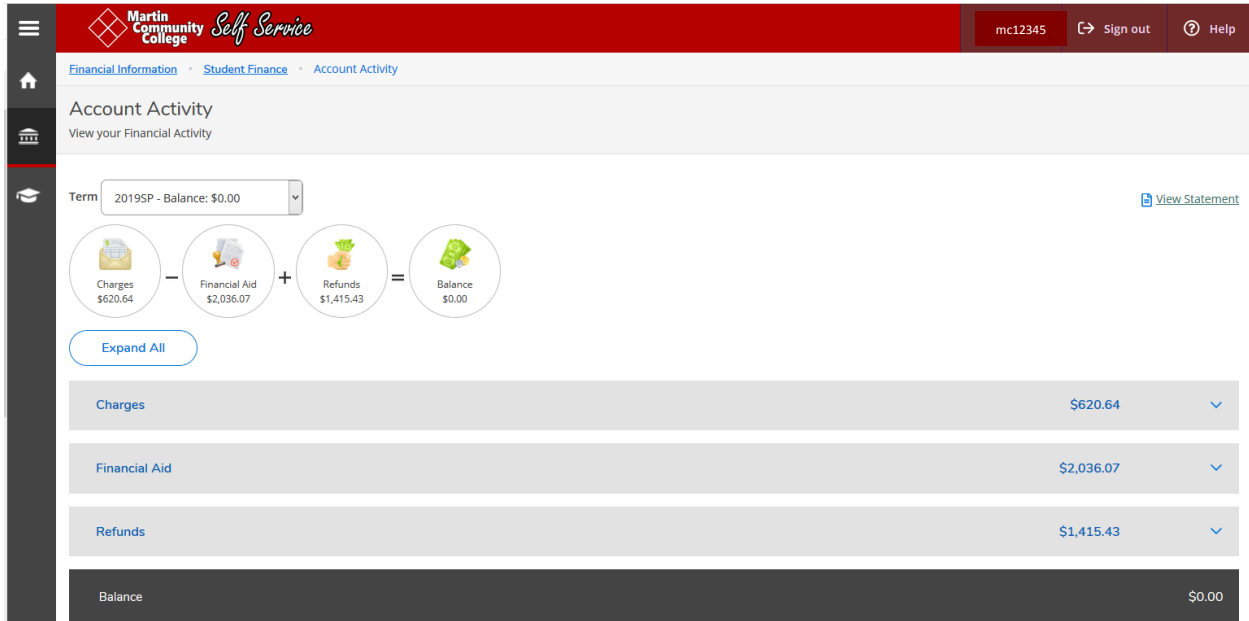

Fig. 45. The Account Activity screen for this term shows Charges, Financial Aid awards, Refunds, and the student's Balance. Choose EXPAND ALL to view details for any of these categories. To view and/or print a statement, click VIEW STATEMENT.
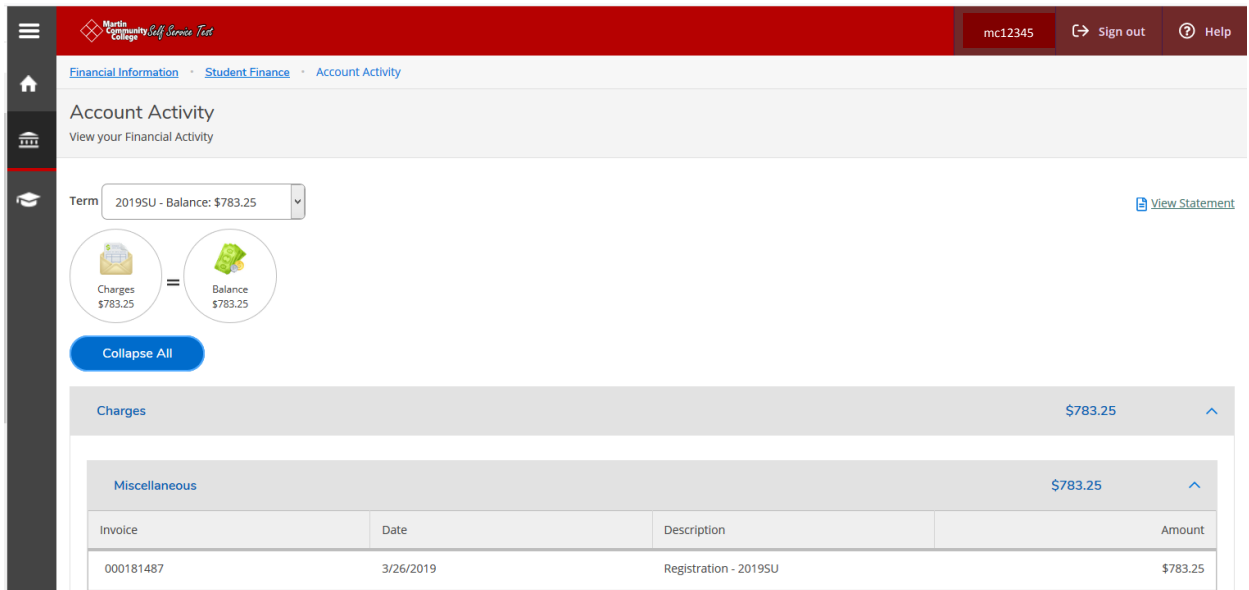

Fig. 46. View the account activity for the 2019 Summer Semester. In this illustration, that term has not yet begun. Only the charges are shown; Financial Aid awards and refunds (if applicable) have not yet been processed. The student is responsible for paying the balance on the account.
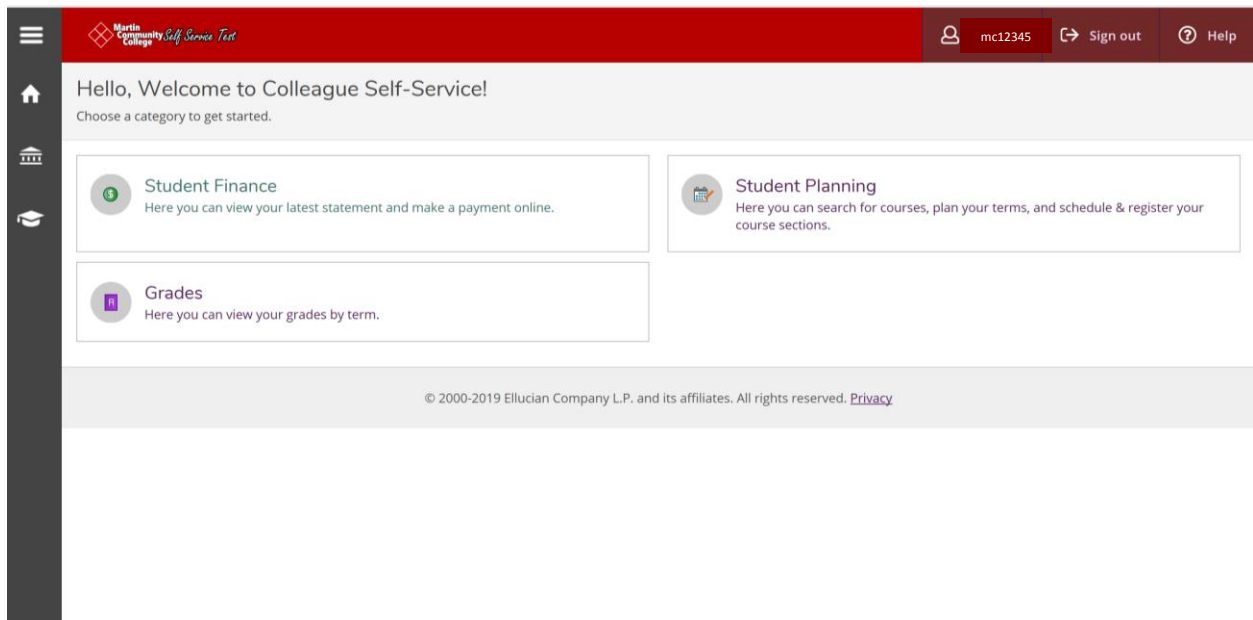
SECTION 6. GRADES

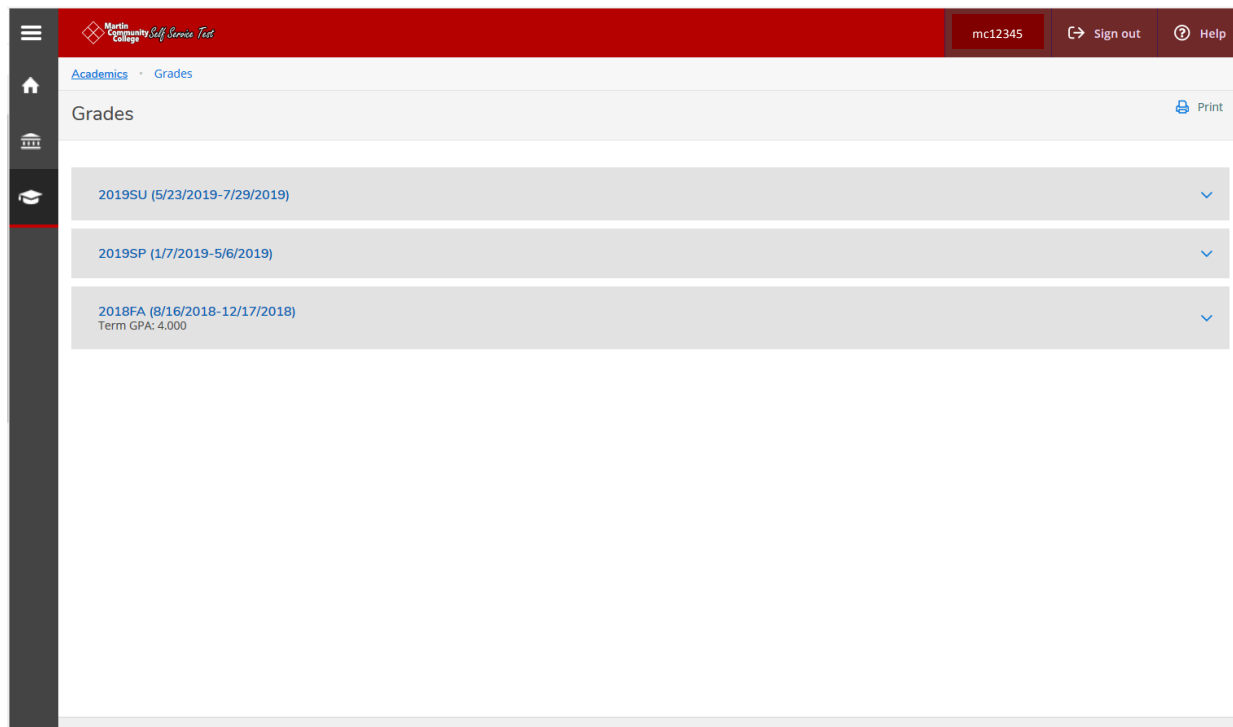**Fig. 47.** There are other tools currently available in Self-Service. Click on GRADES to see grades by term.

Fig. 48. The Grades Module will now show terms for which grades are available.

Fig. 49. Click on the term heading and the heading will collapse to show grades for the term. If a course is not completed, a Final Grade will not be shown. The PRINT function will allow you to print grades from one or more terms.